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ADMINISTRATIVE INSTRUCTION

To: Members of the staff

From: Assistant Secretary-General for Human Resources Management

Subject: IMPLEMENTATION OF THE INITIAL GENERAL SERVICE CLASSIFICATION EXERCISE AND THE MAINTENANCE OF THE CLASSIFICATION SYSTEM AT SANTIAGO*

INTRODUCTION

1. In September 1991, the International Civil Service Commission approved the Global Classification Standard for Non-Headquarters Duty Stations, based on a seven-level grading structure. Subsequently, on 10 July 1995 the Commission promulgated two supplemental benchmark classification standards for application specifically at Santiago. The results of the initial classification of General Service posts at Santiago were approved by the Assistant Secretary-General for Human Resources Management on 12 September 1995. The purpose of the present instruction is to set out the procedures for the implementation of the initial classification results at Santiago, as well as the procedures for the classification of posts after the initial exercise has been implemented.

I. CLASSIFICATION SYSTEM

2. Post classification is job-oriented: the classification of each post depends on the nature of the duties and responsibilities assigned to the post and not on the qualifications or experience of the incumbent or candidate for the post.

3. The classification standards for posts in the General Service and related categories at Santiago consist of: (a) a point factor matrix and benchmark job

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descriptions on the basis of which each post is analysed and evaluated; (b) a point grade conversion table; (c) guidelines for the application of the standards; (d) a glossary of terms. The standards differentiate the seven levels according to the following factors:

(a) Difficulty of work;

(b) Work relationships;

(c) Responsibility for the work of others;

(d) Independence of action;

(e) Physical environment;

(f) Knowledge and qualifications required.

4. The duties and responsibilities of each post or group of identical posts are reflected in a job description (form P.270). The accuracy of the job description is certified by the supervisor, who ensures a reasonable alignment of the functions assigned among posts in the office to accomplish its activities and objectives. The term "supervisor" in this context means the staff member who signs the performance evaluation report as the first reporting officer.

II. IMPLEMENTATION OF THE INITIAL CLASSIFICATION RESULTS

Classification decisions

5. For the initial classification of General Service posts at Santiago, duly signed job descriptions for each post or group of identical posts were transmitted for classification review to the Compensation and Classification Service, Office of Human Resources Management.

6. The classification analysis was conducted independently by two classification officers and approved by the Chief of the Compensation and Classification Service. The final decision regarding the classification of the posts was taken by the Assistant Secretary-General for Human Resources Management. The classification results were sent to the offices concerned which will notify the incumbent(s) of the post(s).

Implementation procedures

7. The results of the classification exercise for Santiago will be implemented in accordance with the procedures for implementation set out in annex I to the present instruction.

8. The initial classification of a post will not negatively affect the existing contractual status, salary or other entitlements of the staff member concerned.

Review and appeal of classification decisions in the initial classification exercise

9. The classification level of a post may be appealed by the head of the office/division in which the post is located and/or the incumbent of the post at the time of the classification.

10. Appeals against the results of the initial classification must be submitted in accordance with the procedures outlined below. Such appeals shall relate to the application of the classification standards. The grade levels of other posts either at the duty station or at other duty stations are not relevant to the review of a particular classification decision and do not constitute grounds for appeal.

11. Cases for appeal must be submitted in writing to the Executive Secretary of the Economic Commission for Latin America and the Caribbean (ECLAC) within 60 days of the receipt of the classification notice. Submissions must include specific information concerning the reasons for the appeal and must be accompanied by the job description used to classify the post. Additional information may be provided in relation to the completeness of the job description, but no revised or new job description for a given job will be deemed receivable in the context of the appeals process.

12. In submitting appeals, staff members should indicate why they believe the post should have been classified at a higher level. The appeal should address the nature of the duties and responsibilities of the post and not the qualifications and performance of the incumbent. For example, an appellant may believe that the variety or complexity of assignments, or the independence required to perform them, were not fully appreciated in the classification review. Accordingly, appellants may wish to clarify the duties and responsibilities of the post as set forth in the job description, indicating those they believe justify classification of the post at a higher level. Appellants may also wish to submit samples of their work in support of their views.

13. The Administration, in preparing its report on the classification review of the post, will take into account the views presented by the appellant, and may adjust its evaluation of the post in light of the appellant's arguments. The appellant will have the opportunity to review and comment upon the analysis of the post by the Administration prior to the Classification Appeals and Review Committee's consideration of the case. The Committee, in turn, will undertake its own independent evaluation of the post, taking into account the positions of both parties. The Committee may request additional information or clarification on the functioning of the post, if it deems it necessary.

14. For posts classified at levels GS-1 through GS-6, the Executive Secretary of ECLAC will submit cases of appeal to the Santiago General Service Classification Appeals and Review Committee, together with the Administration's analysis of the case. The appellant will be informed accordingly. The terms of reference of the Committee are contained in annex II of the present instruction.

15. Based on the findings and recommendations of the Committee, the Executive Secretary will take the final decisions concerning the classification of posts at the GS-1 through GS-6 level. The Executive Secretary will inform appellants of the decisions, as well as of the findings and recommendations of the Committee.

16. For posts classified at level GS-7 and for posts which have been reviewed by the Committee and considered to be at a level higher than GS-6, the Executive Secretary will transmit the appeals to the Assistant Secretary-General for Human Resources Management for a decision. The review procedures for these posts are as follows:

(a) The Assistant Secretary-General for Human Resources Management will transmit these cases for review to the Compensation and Classification Service, Office of Human Resources Management, for review in the light of the additional information;

(b) In cases where the Compensation and Classification Service agrees with classification at the higher level, the Assistant Secretary-General for Human Resources Management will decide on the case;

(c) In cases where the Compensation and Classification Service does not concur with the appellant, the case will be submitted for advice to the New York General Service Classification Appeals and Review Committee, together with the classification analysis of the case. The appellant will be informed accordingly;

(d) The New York Committee will submit its findings and recommendations to the Assistant Secretary-General for Human Resources Management, who will take a final decision and communicate this, as well as the findings and recommendations of the Committee, to the appellant through the Executive Secretary of ECLAC.

III. CLASSIFICATION OF POSTS AFTER THE INITIAL CLASSIFICATION EXERCISE IS IMPLEMENTED

Classification authority

17. In the context of the maintenance of the classification system following the initial exercise, the Executive Secretary of ECLAC will have the authority for the classification of posts in the General Service category at Santiago at levels GS-1 through GS-6. Classification decisions for posts at the GS-7 level will remain the responsibility of the Assistant Secretary-General for Human Resources Management.

Requests for classification

18. Requests for classification or reclassification of posts shall be submitted in the following cases to the Chief, Personnel Section, Division of Administration, ECLAC:

(a) Where a post is newly established;

(b) Where a post becomes vacant;

(c) Where the duties of a post have changed substantially as a result of restructuring within an office;

(d) Where the duties of a post have changed substantially as a result of changes in the programme of work of an office (new programmes, tasks etc.).

19. Requests for classification of a new post or reclassification of an established post should contain the following information:

(a) An up-to-date job description for the post in question and information on the job description being replaced, if applicable;

(b) An up-to-date organizational chart showing the placement of the post in question, in the context of all other posts that may be affected by the classification requested;

(c) Specific examples of the activities assigned to the post in question that support the revised functions.

20. If, at the time of the classification request, there has been no substantial change in the duties and responsibilities of the post, the classification level of the post may be confirmed using form P.270/A.

Classification review

21. Each request for classification of a post will be reviewed by the Santiago Classification Panel, established by the Executive Secretary of ECLAC, as specified in annex III. ECLAC's Administration will provide the Classification Panel with a classification analysis of the post for its consideration. The Panel will make its recommendations to the Executive Secretary who will take decisions regarding the classification of all posts that are found to be at levels GS-1 through GS-6.

22. Cases that are considered by the Panel to be classifiable at the GS-7 level, or in the Professional category, will be forwarded to the Compensation and Classification Service, Office of Human Resources Management, for review. Classification decisions for these posts will be taken by, or on behalf of, the Assistant Secretary-General for Human Resources Management and forwarded to ECLAC for implementation, as appropriate.

Implementation of classification decisions

23. A notice of the classification results will be provided to the office/division where the post is located and to the incumbent(s) of the post(s). The effective date for the implementation of the classification

decision for each post will normally be the first day of the month following the date of the classification decision.

Review and appeals of classification decisions

24. The head of an office/division in which the post is located, or the incumbent of the post at the time of the classification, may request a review of the classification decision on the grounds that the classification standards were incorrectly applied. Requests for review must be submitted in writing, within 60 days of receipt of the classification notice, to the Executive Secretary.

25. Requests must include specific information concerning the reasons for the appeal, and relate to the application of the classification standards. Grade levels of other posts either at the duty station or at other duty stations are not relevant to the review of a particular classification decision and will not constitute grounds for appeal. The request must be accompanied by the job description on the basis of which the post was classified. No new or revised job description will be receivable in the context of the appeals process, but the appellant may wish to bring to the attention of the Executive Secretary any information directly relevant to the classification of the post that was not originally submitted.

26. For posts classified at levels GS-1 to GS-6, the review procedures are as follows:

(a) The Executive Secretary will request the Santiago Classification Panel to review the request in the light of the new information. The Panel will be provided with a classification analysis of the case by the Personnel Section;

(b) In cases where the Panel agrees with the appellant, the Executive Secretary will take a final decision based on the Panel's recommendations;

(c) In cases where the Panel does not concur with the appellant, the Executive Secretary will submit the case to the Santiago General Service Classification Appeals and Review Committee, together with the classification analysis of the case and the recommendation of the Classification Panel. The appellant will be informed accordingly. The terms of reference of the Committee are contained in annex II;

(d) The Committee will submit its findings and recommendations to the Executive Secretary. The Executive Secretary will take a final decision concerning the classification of posts at levels GS-1 to GS-6. The decision of the Executive Secretary will be communicated to the appellant, together with the findings and recommendations of the Committee.

27. Requests for review with respect to posts that have been classified at level GS-7, and cases that were reviewed by the Santiago Classification Panel and/or the General Service Classification Appeals and Review Committee and considered to be at a level higher than GS-6, will be transmitted by the Executive Secretary to the Assistant Secretary-General for Human Resources

Management, for a decision. The review procedures for these posts are as follows:

(a) The Assistant Secretary-General for Human Resources Management will transmit these cases to the Compensation and Classification Service, Office of Human Resources Management, for review;

(b) In cases where the Compensation and Classification Service agrees with the classification at the higher level, the Assistant Secretary-General for Human Resources Management will decide on the case;

(c) In cases where the Compensation and Classification Service does not concur with the appellant, the case will be submitted to the New York General Service Appeals and Review Committee, together with the classification analysis of the case by the Compensation and Classification Service;

(d) The New York Committee will review all cases referred to it and submit its findings and recommendations to the Assistant Secretary-General for Human Resources Management, who will take the final decision on the level of these posts. The decision of the Assistant Secretary-General for Human Resources Management, together with the findings and recommendations of the New York Committee will be communicated to the Executive Secretary of ECLAC, who, in turn, will inform the offices and staff members concerned.

Annex I

IMPLEMENTATION OF THE INITIAL CLASSIFICATION REVIEW OF GENERAL SERVICE POSTS AT SANTIAGO

1. These implementation procedures are based on the seven-level structure that was introduced on 1 January 1995 to replace the eight-level structure, and on the personal grade levels of staff members resulting from the integration into the seven-level scale. The initial classification of a post will not negatively affect the existing contractual status, salary or other entitlements of the staff member concerned.

2. The results of the initial classification at Santiago will be implemented with effect from 1 January 1995 as follows.

A. Level

3. If the grade levels of the classified posts are numerically lower than the present levels of the incumbents, the incumbents will retain their present grade levels.

4. If the grade levels of the classified posts are numerically the same as the present grade levels of the incumbents, those levels will apply.

5. If the grade levels of the classified posts are numerically higher than the present grade levels of the incumbents, the incumbents will normally be placed at the classified levels subject to the following criteria:

(a) If the grade levels of the classified posts are numerically greater by one than their present grade levels, the staff members will be placed at the classified levels, as of the effective date of the classification review, provided that they have been performing the functions described in the job descriptions for at least one year and have at least one year's seniority in their present grade levels;

(b) If the grade levels of the classified posts are numerically greater by two than their present grade levels, the staff members will be placed at the classified levels, as of the effective date of the classification review, provided that as of that date the staff members have been performing the functions described in the job descriptions for at least one year and have at least two years' seniority in their present grade levels;

(c) If the grade levels of the classified posts are numerically greater by three than their present grade levels, the staff members will be placed, as of the effective date of the classification review, at the grade levels numerically greater by two than their present grade levels, provided that the required criteria under subparagraph (b) above are met. After one year at the new grade level and subject to satisfactory performance, the staff members may be placed at the classified levels.

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6. In respect of posts classified in the Professional category, a recommendation will be made to the General Assembly that it approve reclassification of the post from the General Service to the Professional category under the current budgetary procedures and allow incumbents to be considered for promotion to the Professional category without having to take the competitive examination, provided that the staff member performed the functions described in the job description for at least three years prior to the date of implementation.

B. Step

7. If the grade levels of the classified posts are numerically lower than, or the same as, their present grade levels, the staff members, in addition to maintaining their present grade levels, will continue to be eligible, if and when applicable, for step increments at those levels.

8. If the grade levels of the classified posts are numerically higher by one than the present grade levels of the staff members, the step at the new grade levels will be determined by applying a computation similar to the one applicable in accordance with staff rule 103.9 in cases of promotions.

9. If the grade levels of the classified posts are numerically higher by two or more than the present grade levels of the staff members, the procedure in paragraph 8 above will be applied in two or more stages to determine the step at each subsequent level up to the classified levels.

C. Staff with insufficient seniority

10. In those cases where the grade levels of the classified posts are numerically higher than the present grade levels of the staff members but they lack the required seniority either in performing the functions described in the job descriptions, or in grade, both of which have to be satisfied, the special procedures outlined in paragraphs 11 and 12 below will apply.

1. Staff who do not have the required seniority in performing functions

11. If incumbent staff members have the required seniority in grade but do not have the required 12 months' seniority in performing the functions described in the job descriptions, the effective date of implementation will be delayed from the effective date of the classification review by the number of months required to reach the 12 months' seniority requirement.

2. Staff who do not have the required seniority in grade

12. If incumbent staff members have the required seniority in performing the functions described in the job descriptions, but do not have the required seniority in grade, the effective date of implementation will be delayed in the

manner described in paragraph 11 above until the requirement of seniority in grade is fulfilled. Thus, if the grade levels of the classified posts are numerically greater by two or more than their present grade levels, the staff members will be placed, as of the effective date of the classification review, at the grade levels, greater by one than their present grade levels, provided that the required criteria under 5 (a) above are met. When the second year's seniority is reached, the staff members may be placed at the level numerically greater by two than their present grade levels.

Annex II

TERMS OF REFERENCE OF THE SANTIAGO GENERAL SERVICE CLASSIFICATION APPEALS AND REVIEW COMMITTEE

A. Composition

1. The Santiago General Service Classification Appeals and Review Committee is established as of the date of the present instruction.

2. The Committee shall be appointed by the Executive Secretary of ECLAC, as follows:

(a) A Chairperson appointed by the Executive Secretary after consultation with staff representatives;

(b) Two members nominated by the Administration;

(c) Two members nominated by the staff;

(d) The Committee shall elect a Vice-Chairperson from within its membership;

(e) The presence of at least two members, together with the Chairperson or Vice-Chairperson, shall constitute a quorum.

3. The term of office of the Committee shall initially be for two years.

4. Staff of the Personnel Section are not eligible for appointment to the Committee.

5. The Executive Secretary, ECLAC, shall assign a Secretary to the Committee.

B. Functions

6. The Committee shall review all cases of appeal referred to it pertaining to the initial classification of General Service posts at Santiago or to the maintenance of the job classification system thereafter. The Committee shall be guided in its review of appeals by the common job classification standards applicable to Santiago. The Committee shall ensure that all appeals relate to the application of the classification standards.

7. The Committee shall forward its findings and recommendations on cases to the Executive Secretary.

8. The Committee shall establish its own procedures. It shall determine the information it requires to carry out its tasks in addition to the written submission of the party registering the appeal. The Committee may invite a member of the Personnel Section or any other staff member to provide any information it may require.

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Annex III

TERMS OF REFERENCE OF THE SANTIAGO CLASSIFICATION PANEL

A. Composition

1. The Santiago Classification Panel is established as of the date of the present instruction.

2. The Panel shall be appointed by the Executive Secretary of ECLAC, in consultation with staff representatives, and shall consist of a Chairperson, and four members. The Panel shall elect a Vice-Chairperson from within its membership.

3. The presence of at least two members, together with the Chairperson or Vice-Chairperson, shall constitute a quorum.

4. The Executive Secretary, ECLAC, shall assign a Secretary to the Panel.

B. Functions

5. The Panel shall review all requests for classification review of posts in the General Service at Santiago. The Panel shall be guided in its review by the job classification standards.

6. The Panel shall forward the results of its review to the Executive Secretary, for all cases at levels GS-1 through GS-6, and shall advise the Executive Secretary of its views concerning those cases it considers classifiable at levels higher than GS-6.

7. The Panel shall establish its own procedures. It will be provided by the Personnel Section with classification analyses, and any other information it may need to carry out its tasks.